

Response to question on notice

Questions on Notice Paper No 11

26 September 2025

Question No. 663

SHANE RATTENBURY MLA: To ask the Minister for Homes, Homeless and New Suburbs

1. How much money has Housing ACT spent on property repairs and the maintenance of its social housing portfolio since 2018, broken down by year.
2. How many complaints has Housing ACT and Programmed Facility Management received about repairs and maintenance issues relating to social housing properties since 2018, broken down by year.
3. What performance indicators are being used to measure the effectiveness of the pilot for insourcing of Housing ACT property maintenance and repairs announced in the 2024-2025 Budget, including a breakdown of available data and any assessments of progress against the indicators

YVETTE BERRY MLA - The answer to the Member's question is as follows:

1. The table below outlines the Total Facilities Maintenance Repairs and Maintenance funding per financial year:

Financial Year	Repairs and Maintenance Funding (in millions)
2018/19	\$22.92
2019/20	\$53.06
2020/21	\$42.53
2021/22	\$77.50
2022/23	\$66.08
2023/24	\$69.26
2024/25	\$65.15

2. The [Community Services Directorate Annual Report](#) includes the number of complaints received by Housing Assistance for maintenance.

The table below includes maintenance complaints received by Housing Assistance and Programmed Facility Management:

Financial Year	Housing Assistance (Maintenance (poor, not done or other)	Programmed Facility Management (Maintenance total complaints)
2018/19	46	162
2019/20	104	741
2020/21	81	839
2021/22	46	465
2022/23	47	411
2023/24	64	360
2024/25	80	417

3. The Trial demonstrated the ACT Government's ability to manage property assets effectively, while improving service delivery for vulnerable tenants. The evaluation of the trial reviewed quantitative and qualitative data to assess how well services were delivered against the Trial project plan. Key performance indicators included:
1. Delivery of work within agreed timelines and budget
 2. Balance of reactive versus planned maintenance activities
 3. Safety
 4. Identified service improvements or efficiencies

As the pilot expanded to additional sites, limitations in existing systems and processes made consistent collection and reporting of quantitative data challenging. Despite these constraints, qualitative assessments and service delivery outcomes — such as clean and safe common areas and timely completion of planned maintenance — provided strong evidence of effective performance.

The pilot confirmed that Infrastructure Canberra has the capability to manage contracted services and deliver common area and grounds maintenance to expected standards.

Approved for circulation to the Member and incorporation into Hansard.

Yvette Berry MLA
Minister for Homes, Homelessness and New Suburbs

Date:

This response required 1hr 40mins to complete, at an approximate cost of \$229.41